



City of Des Moines, Washington JOB DESCRIPTION



MARINA OFFICE ASSISTANT

Regular, Full-time

Salary Grade: G-13

FLSA Status: Overtime Eligible

Union Status: Non-represented

EEO Category: Administrative Support

Nature of Work

Under the general supervision of the Marina Office Manager, this position performs clerical and administrative duties and specialized tasks in support of the Marina. Serves as the point of direct contact with Marina tenants, other employees and the public at large. Duties include, but are not limited to providing information, assigning new accounts, tallying daily moneys, typing and updating of Marina records. The incumbent independently organizes, prioritizes, and initiates work activities, resolving problems and deviations in accordance with instructions, policies, and accepted practices. Guidance is provided in new or unusual situations. The incumbent must use initiative in completing most assignments independently without specific instructions.

Essential Functions

- Answers all questions from Marina tenants, prospective customers, and the general public relating to moorage, Marina activities and marine oriented questions in general. Provides information to the tenant and the general public, quotes marina service and moorage rates to tenants, and receives documents with regards to moorage records.
- Assigns moorage to new tenants, collects fees, issues keys, and records in the Marina Management Program.
- Issues and accepts sub-lease forms from marina customers. Records in the Marina Management Program.
- Issues waiting list applications and accepts deposits from marina customers. Records to the Marina Management and Accounting Program.
- Maintains the Waiting List and posts weekly.
- Prepares daily cash reports for workstation register. Submits to Office Manager for approval and deposit.
- Receives and routes all communications with Coast Guard or other agencies concerning activities relating to boating activities and boating safety matters to Harbormaster, or to supervisor on duty. Routes all emergency matters to Harbormaster, Police, Fire or supervisor on duty.
- Maintains the Marina website and Facebook sites to include posting current fuel prices.
- Posts moorage payments received to Marina Management and Accounting Program.
- Manages routine marina correspondence with tenants and customers.
- Performs a variety of clerical and secretarial duties involving composition and typing of forms and documents such as letters, memos, reports, and statistical information; proofreads work and edits written materials when requested.

- Provides receptionist duties, including but not limited to receiving and routing correspondence and telephone calls, greeting the public, and sorting mail.
- Performs office filing and other duties as may be prescribed by the Harbormaster or Office Manager.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

- Working knowledge of modern office procedures, and equipment including telephone, computer, calculator, facsimile, copy machine, and radio equipment.
- Knowledge of Microsoft Word, Microsoft Excel, and Microsoft Office applications.
- Working knowledge of business English, spelling, and arithmetic.
- Ten-key adding machine by touch.
- Ability to accurately type 60 words per minute.
- Ability to communicate effectively with the public and other employees with poise, tact, and a positive, cheerful demeanor.
- Ability to deal with difficult/angry customers in a positive and constructive manner.
- Ability to handle multiple tasks and conflicting priorities with confidence and poise.
- Ability to receive, process, and post cash and check transactions accurately and efficiently.
- Self-motivated, punctual and dependable.
- Positive attitude.
- Work independently with minimum instruction.
- Physical ability sufficient to perform the essential functions of the position.

Education and Experience Requirements

- Two years of experience as an administrative assistant, secretary or related position required.
- Two years of college course work in accounting, business administration or a related field preferred.
- Demonstrated proficiency in Microsoft Word, Excel, and Outlook required.

Special Requirements

- The typical work schedule is Monday through Friday 8:00 a.m. to 4:30 p.m., and during the summer (May through September), Tuesday through Saturday 8:00 a.m. to 4:30 p.m.
- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

Work is performed in an office setting. Occasional attendance at night meetings, early meetings, and weekend events may be required. Occasional travel to off-site locations is required. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information, the ability to sit for extended periods of time, and the ability to bend and stretch to retrieve and maintain files and records.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Updated January 2016.